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DATE: September 29, 2005

PTO IDENTIFIER:	**Application Number** 09/447,259
	Patent Number
Inventor:	James D. Marks et al

MESSAGE TO:	US Patent and Trademark Office ATTN: Examiner Romain Jeanty
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Docket No.: 03042/000G691-US0

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Patent Application of:
James D. Marks

Application No.: 09/447,259   Art Unit: 3623

Filed: November 23, 1999   Examiner: Romain Jeanty

For: INTERACTIVE SYSTEM FOR MANAGING
       QUESTIONS AND ANSWERS AMONG
       USERS AND EXPERTS

AGENDA FOR AN INTERVIEW

Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Dear Sir:

Proposed Claims:

A). A method, executed by a server, for

> providing answers on one or more topics from at least one expert on each topic to questions posed by users in communication with client interfaces, the server being in communication with the client interfaces and the set of experts, and the method comprising;

receiving at the server a question received from one of the users via one of the client interfaces;

the server posting the question in a location on the server accessible to the expert;

receiving at the server a request by the expert to access a personal expert interface, the personal expert interface being unique to the expert;

in response, the server generating the personal expert interface on which is displayed the question grouped with other questions for the expert to answer and for presentation on the personal expert interface, at least one of the questions in the group being displayed on the personal expert interface based on the server posting the question for access by the expert;

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receiving at the server a command from the expert in response to the question; and

the server executing a command from the expert automatically.

B) 1. (Previously Presented) A method, executed by a server, for providing answers on one or more topics from a set of experts on each topic to questions posed by users in communication with client interfaces, the server being in communication with the client interfaces and the set of experts, and the method comprising;

receiving at the server a question received from one of the users via one of the client interfaces;

receiving at the server a selection by the user of one expert to whom to direct the question;

receiving at the server a request by the one expert to access a personal expert interface, the personal expert interface being unique to the expert;

in response, the server generating the personal expert interface on which is displayed the question grouped with other questions for the expert to answer and for presentation on the personal expert interface, at least one of the questions in the group being displayed on the personal expert interface based on the selection by the user of the expert to whom to direct the question;

receiving at the server a command from the expert in response to the question; and

the server executing a command from the expert automatically.

Dated: September 29, 2005

Respectfully submitted,

Cheryl M. Bab (reard)

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